ADRC Service Delivery Plan

ADRC Name:		
Contact Person Name:	Title:	Phone:
Effective Date of Contract:	Time Period Covered by Plan:	Date Submitted:

PART I: Timeline for Phase-In of ADRC Target Populations and Services

Check or fill cells on the tables below to indicate when the identified ADRC target populations will be served and the listed ADRC services will be in place. For the target populations, indicate the year and quarter when the ADRC will first begin marketing to and providing any (not necessarily all) of the required services to the target population and all subsequent quarters when the population will be served. For core functions and services, indicate all quarters when the listed service will be available to any (but not necessarily all) of the target populations.

Phase in of Target Populations

The state of the s	When Target Populations Will Be Served															
Target Population	20	05	2006					20	07			20	20	09		
	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2
Elderly																
Physical Disabilities																
Developmental Disabilities																
Mental Illness/AODA																

Phase In of Core Functions and Services

		When Service Will Be Provided														
ADRC Service	2005		2006				2007				2008				20	009
	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2
Outreach, Marketing and Public Education																
Develop marketing, outreach & public education program																
Inform public about ADRC services																
Ability to reach all target populations served																
Track number of contacts per month																

					W	hen :	Serv	ice V	Vill 1	Be Pı	rovid	led				
ADRC Service	20	05		20	006			20	07			20	08		20	09
	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2
Information & Assistance																
 Provide I&A services, including listening, assessing needs, providing information, linking to resources and follow-up. 																
Have at least 1 full-time I&A specialist position																
I&A specialist AIRS certified within 1 year of hire/effective date																
Person answering I&A phone line is trained																
I&A service is available 8 hours/day, Monday-Friday																
• Telephone system is: toll free, listed in phone book, answered by a person, answered "Aging and Disability Resource Center", able to make warm transfers, able to take after hours messages.																
 ADRC location is clearly signed on building exterior and interior. 																
 ADRC is accessible to people with physical, cognitive, hearing or visual impairments. 																
Able to provide I&A to walk-ins in private location.																
Maintain resource data base to support I&A																
Maintain client tracking data base																
Establish and maintain ADRC website																
LTC Options Counseling																
Provide options counseling service																
Available in convenient time and place, including home visits																
Staff have subject area expertise and communications skills																
Staff have access to resource and client information																
Options counseling staff include a certified functional screener																

					W	hen	Serv	ice V	Vill I	Be Pı	ovid	ed				
ADRC Service	20	005		20	006			20	07			20	08		20	09
	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2
Elderly Benefit Specialist																
Provide full range of elderly benefit specialist services																
Elderly benefit specialist headquartered in the ADRC																
Disability Benefit Specialist																
Provide full range of disability benefit specialist services																
Disability benefit specialist headquartered in ADRC																
Access to Long Term Care																
Approved access plan and interagency MOUs in place																
Procedures to determine functional eligibility in place																
- ADRC performs LTC functional screen <u>or</u>																
- ADRC refers people for functional screen																
Procedures to determine financial eligibility in place																
- ADRC assists applicant throughout process or																
- ADRC refers applicants elsewhere for assistance																
Access to Mental Health and AODA Services																
 Staff knowledgeable about MH/AODA services and supports 																
 I&A, DBS and emergency response available to MH/AODA 																
MH/AODA access plan and agreements in place																
Access to Other Programs																
 Procedures in place to help customers access Medicaid, SSI, Social Security, Vets Admin, FoodShare and other programs. 																
Short Term Care Coordination and Case Management																
Short term care coordination/CM services available																
Protocols established to ensure services are short term																

					W	hen	Servi	ice V	Vill I	Be Pı	rovid	led				
ADRC Service	20	005		20	006			20	07			20	08		20	09
	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2
Emergency Response																
 Protocols for connecting callers to emergency services in place 																
Staff trained to recognize and handle emergencies																
After hours message or other capacity to handle emergencies																
Elder Abuse & Adult Protective Services																
ADRC makes referrals to and receives referrals from APS																
Staff trained to recognize and deal with elder abuse and neglect, domestic violence and other APS issues																
Transitional Services																
Outreach to young adults thru schools and children's LTS system																
Information provided to schools and county LTC agencies																
Prevention & Early Intervention																
 Provide public information on risk, safety, prevention, early intervention 																
Risk assessment & prevention information included in I&A and options counseling																
 Staff trained to identify risk factors and appropriate prevention / early intervention strategies 																
Client Advocacy																
Provide information on client rights and dispute resolution																
Link people with advocacy resources																
Community Needs Assessment																
Implement process for identifying unmet needs																
Use needs assessment results to inform governing board, government agencies and to target outreach efforts																

Part II: Required Documents

The following documents are required by the ADRC contract and should be submitted as part of the Service Delivery Plan. Check those which are attached.

Organization Chart (Exhibit I, Article III.C.2)

Staffing Plan / Personnel List (Exhibit I, Article II.C.3)

Budget and Budget Narrative (Exhibit I, Article IV.B)

Plans, Policies and Procedures

Goals for effectiveness of marketing activities (Exhibit I, Article II.A.4)

Written I& A follow-up policy (Exhibit I, Article I.B.2.f)

LTC Access Plan and MOUs (Exhibit I, Article II.F.4 and II.F.5)

Mental Health and Substance Abuse Access Plan and MOUs (Exhibit I, Article II.G.4)

Policies and procedures for helping clients access other programs and benefits (Exhibit I, Article II.H.3)

Written conflict of interest policy and referral protocols (Exhibit I, Article II.N.5)

Protocols to ensure short term care coordination remains short term (Exhibit I, Article II.I.2.b)

Process for identifying unmet needs in the community (Exhibit I, Article II.O.2)

Complaint and grievance plan (Exhibit I, Article III.D)

Part III: Requests for Special Exceptions to ADRC Contract Requirements

Attach any requests for special exceptions to requirements in the ADRC contract. Requests should identify the contract requirement for which a variance or waiver is being requested, explain the reason for the request, and describe how the performance goal(s) identified for the relevant section(s) of the contract will be met by other means.

Part IV: Additional Requirements for ADRCs in Counties with the Family Care Benefit

					W	hen :	Serv	ice V	Vill F	Be Pı	ovid	led				
Additional Service Requirements for ADRCs in Counties with	20	005		20	006			20	07			20	20	09		
the Family Care Benefit	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2
Marketing, Outreach and Public Education																
ADRC information provided to hospitals and LTC facilities																
 Marketing plan and materials approved by DHFS 																
Long Term Care Options Counseling																
Timelines/procedures for making contact and offering preadmission consultation (PAC) are followed																
 LTC functional screen is offered 																
Financial options counseling is offered																
 Policies & procedures for ensuring screen quality submitted to DHFS by 2-28-06 and are followed 																
Access to Long Term Care Services																
Requirements for Family Care Access Plan are met																
Info. material on Family Care benefit approved by DHFS																
Eligible persons referred to CMO for urgent services while applications are pending																
 Disenrollment options counseling provided 																
Short Term Care Coordination																
ADRC manages any waiting lists as directed by DHFS																
Emergency Response																
Emergency calls are responded to 24/7																